



DOI ROLE-BASED IT SECURITY TRAINING PROGRAM 2005 FREQUENTLY ASKED QUESTIONS

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1. How do I log in?

Proceed to the GoLearn web-site at www.GoLearn.gov. Your User Name is your email address. Use the password provided in the email you received from GoLearn (formerly USA Learning.gov) confirming your registration.

2. What if I've forgotten my password?

Proceed to the GoLearn web-site at www.GoLearn.gov. Select the **I Forgot My Password** option.

Please Log On:

User Name:

Password:

- **I need to request an account**
 - **I forgot my password**

Enter your User Name (your email address) in the form provided on the next screen. A new password will be generated and sent to you by email. You will then have 1 day to log in using your new password before it expires.

If login problems persist, please contact the GoLearn.gov helpdesk at 888-661-2252.

3. How do I know what Training Group I am in (Executive, Security, or Technical)?

If you are unsure which Training Group you are in, please contact your BITSM.

4. How do I know which courses are recommended for my Training Group?

The courses recommended for your Training Group are outlined in this document:
<http://www.doi.gov/ocio/security/rgroups.html>.

5. How do I access the Role-Based Security Training course catalog?

Click **Catalog** and select **Karta** from the list of options.

Then click the **Information Technology Security** link to display the 4 learning tracks (Data Security, Network Security, Security Planning, and Security Policy/Guidelines). Click on any track to show the list of courses included in each.



Alternatively, you can **Search** for a course by course number or keyword.

A screenshot of a search interface titled "The GoLearn.gov Learning Center Course Catalog". It features a search box containing the text "firewalls" and a "Search" button. Below the search box are two radio buttons: "My Catalog" (which is selected) and "Entire Catalog". To the right of these are two links: "Advanced Search" and "Browse Catalog".

6. How do I register for a course?

Search for a course by course number, or browse the catalog to find a course. Click the course title to view a summary description of the course. Click the **Register** button to add the course to your profile.
Note: you must be logged in to see and click this button.

Firewall Fundamentals	
Vendor Information:	Karta (99114)
Duration:	2 Hours
Instructor:	
Course Description:	This course outlines an overview of need of firewalls in a network. It covers benefits, functions, components, and types of firewalls.
Prerequisite Courses:	None
Reviews	
Average Rating:	3/5
<input type="button" value="Register"/>	

You will then see a message at the top of your screen indicating that your registration was successful. An email will be sent to you also confirming your registration.

7. Where do I see a list of courses I've registered for?

Click **My Courses** to see a list of all the e-Learning courses for which you have registered.



8. How do I launch a course?

To launch a course, navigate to **My Courses** and click the title of the course you wish to launch. The link will open in a new window. **Note:** You must **disable all pop-up blockers** for the current website or the course will not launch.

You will see a window indicating that the NETg Learning Studio is loading. If you receive security warnings dialog boxes for Thomson Learning, it is OK to Accept or Run them.

Follow the instructions in the course window and proceed with the lessons.

9. Why do I have to turn off my pop-up blockers?

The course needs to open a new window in order to run. When you disable your pop-up blockers, it is only necessary to disable them for the "courses.GoLearn.gov" site.

10. What are the Pre-Assessment and Post-Assessment

Each course contains an optional Pre-Assessment. If you are somewhat familiar with the course subject, you might wish to take the Pre-Assessment before beginning the course. The result of the assessment will allow you to focus on the areas for which you require review, and allow you to bypass those with which you are already comfortable.

The Post-Assessment is not optional. This quiz tests your knowledge of the material covered in the course. You must answer 70% of the questions correctly before your transcript will mark the course as Complete. If you receive less than 70%, your transcript will show that the course is Incomplete. You can review the course lessons recommended by the Assessment and re-take it.

11. How do I view and print my transcript?

To view your transcript, click the **My Courses** link on the navigation bar and click **Student Transcript**. Enter the criteria (leaving the date fields blank will return all courses) and click **View Report**.

The report will open in a new browser window. You can save or print the file from this window.

12. I get the error message, "There are no sub-categories for this category" and there are no courses listed underneath.

If you are seeing this message, your profile is not currently configured to allow you to register for and take Karta/RBST training courses. Please check with your BITSM that you are required to complete this training. Your BITSM can then contact the RBST Customer Service group to request access.

13. I have difficulty logging in or recovering a forgotten password

Please contact the GoLearn helpdesk for assistance at 888-661-2252

14. I can log in, but the courses won't launch.

First, ensure that all pop-up blockers are disabled. If the course will still not launch, please call the GoLearn helpdesk at 888-661-2252.

15. Who do I contact if I have general questions about the DOI Role-Based Security Training program?

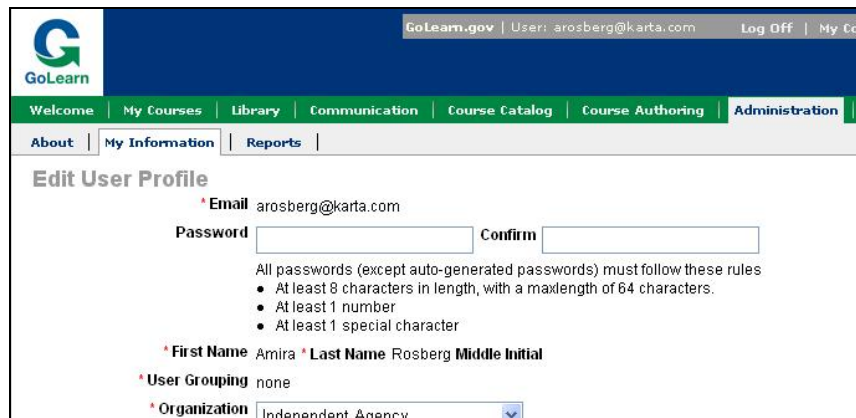
Questions regarding the RBST Program can be directed to DOI_RBST_CustSvc@ios.doi.gov or by calling (202) 208-4283.

16. How do I update the information in my profile?

If you need to edit your profile once you have created an account on the GoLearn web-site, you can edit all of your information with the exception of your social security number. To edit information, follow these steps:

1. Proceed to the GoLearn web-site at www.GoLearn.gov.

2. Log into your account by entering your User Name and Password on the right hand side of the screen.
3. Select the **Administration** link in the navigation bar at the top of the screen.
4. Select the **My Information** option to update profile information.



The screenshot shows the GoLearn.gov website interface. At the top, there is a header with the GoLearn logo and a user login bar showing 'User: arosberg@karta.com' and 'Log Off | My Co'. Below the header is a navigation bar with links: 'Welcome', 'My Courses', 'Library', 'Communication', 'Course Catalog', 'Course Authoring', and 'Administration'. Under 'Administration', there are sub-links: 'About', 'My Information', and 'Reports'. The 'My Information' link is selected, leading to the 'Edit User Profile' page. The page contains the following fields and information:

- *Email:** arosberg@karta.com
- Password:** [Text input field]
- Confirm:** [Text input field]
- Rules for Passwords:**
 - All passwords (except auto-generated passwords) must follow these rules
 - At least 8 characters in length, with a maxlength of 64 characters.
 - At least 1 number
 - At least 1 special character
- *First Name:** Amira ***Last Name:** Rosberg **Middle Initial:** [Text input field]
- *User Grouping:** none
- *Organization:** Independent Agency [Dropdown menu]

17. How do I change my password?

To change your password, login to www.GoLearn.gov. Click the **Administration** link in the navigation bar at the top of the screen. Select **My Information** and follow the instructions to change your password information.

18. How can I receive my CNSS Certification for NSTISSI No. 4013?

The list of required courses to achieve this certification can be found here:

<http://www.doi.gov/ocio/security/Karta%20CNSS%204013%20Requirements.pdf>

To request your certificate, send a copy of your course transcript and your mailing address to Train2Secure@Karta.com. Your transcript will be verified and a certificate will be mailed to you within 2 weeks.

19. How can I have my RBST/Karta training hours applied as CPE credits to my CISSP or SSCP?

Send a copy of your transcript and your (ISC)² member ID to Train2Secure@Karta.com. Within 2 weeks, each hour of completed Karta training will be submitted as 1 credit to your (ISC)² profile.

Do you have other questions? Questions regarding the RBST Program can be directed to DOI_RBST_CustSvc@ios.doi.gov or by calling (202) 208-4283.

Technical problems or questions?

Call the GoLearn Helpdesk at (888) 661-2252.